

00:32:09 Hannah Krull: Buffalo, NY!
00:32:10 Jamie Long: Eckhart Public Library in Auburn
Indiana
00:32:11 Todd Smith: Howdy--Todd, from Topeka KS :D
00:32:11 Corinne Slaughter: Hello from Hyde Park, NY
00:32:11 Gina Perez: Atlanta, Ga
00:32:11 Danielle Stanley: Hello from Phoenix Public
Library
00:32:16 Hope Yeats: Seattle, WA
00:32:17 Jenifer Phillips: Swarthmore, PA
00:32:17 Anna Tench: Athens GA
00:32:17 Heather norton: Missouri
00:32:17 Lizzy Baldwin: Millersburg, PA!
00:32:20 Rebecca Brown: Hello from Ketchikan, Alaska!
00:32:21 Tabitha Wentworth: Sarasota, FL!
00:32:21 Nancy Sweeney: Fairfield CT
00:32:21 Amy Ruhe: Hello from Winston-Salem NC
00:32:21 Charles Reaves: Hello Milwaukee WI
00:32:22 Robby Linton: Hi from Logan Utah
00:32:22 Linda Ray: South Carolina
00:32:22 Laurel Moran: San Diego
00:32:22 Maria Almaguer: Hello from Detroit, MI!
00:32:24 Dana Petersen: Hello from Lyons Community Library in
Colroado
00:32:24 Erin Cody: Houston, TX
00:32:25 Kassie Green: Cave Creek, AZ!
00:32:25 Mohamed Mugoya: Denver CO
00:32:25 Kristina Kelly: Jackson MS
00:32:25 Deidre Devlin: Hi Oswego NY
00:32:25 Alexandra Gilston: Ontario, Canada
00:32:25 Cindy Matthews: Nashville, TN
00:32:25 Sarah DeVille: Texas Tech University
00:32:26 Kytara Christophe: Baton Rouge, LA
00:32:26 Shelia Hall: Galveston, Texas
00:32:26 Shawna Carlis: Tustin CA
00:32:26 Lydia Sigwarth: Platteville Wi
00:32:26 Sean Farrell: Avalon, NJ
00:32:26 Mary Nagel: Hi from Spokane WA
00:32:27 George Bergstrom: Southern IN
00:32:27 Marlinda Karo: Houston, Texas
00:32:28 Elizabeth Waugh: Hi from PA
00:32:28 Steven Prochet: Arlington, MA
00:32:28 Sarah Diaz: Oklahoma
00:32:29 Gail O'Neil: hello
00:32:30 Sam Simas: Providence, RI
00:32:31 Amanda Caperton: Murfreesboro, TN
00:32:31 Joseph Brogan: South Carolina!
00:32:31 Mary Kershner: Hello from Whiting Public Library, NW
Indiana.
00:32:32 Jonathan Furr: NC

00:32:33 Carmen Walton: Houston, TX
 00:32:33 Anita Bodnar: Sun City Arizona
 00:32:34 Lily Keightley: London Ontario
 00:32:34 Amy Tollison: Glasgow, KY
 00:32:35 Rizwan Malik: Martha's Vineyard, Massachusetts!
 00:32:35 Bianca Roberts: Hello from Amite, Louisiana.
 00:32:36 Jessica Nichols: Laurel, MD
 00:32:36 Robin Cogdill: Hi, from the GSMNP!
 00:32:36 James Hartmann: Long Island, NY
 00:32:37 Christina Mcknight: Shreve Memorial Library,
 Louisiana
 00:32:38 Lynisse Baker: ky
 00:32:38 Lisa Breithaupt: Goshen, Ohio
 00:32:39 Cortney Gardner: Maryland
 00:32:39 Laura Crisci: Mahopac, NY
 00:32:39 Katelyn Coombes: Illinois
 00:32:40 Jordyn Loveless: Hello from New York!
 00:32:41 Angie Thom: Jasper Alberta
 00:32:41 Edna Sherron: Hello from Humboldt, TN!
 00:32:41 Lisa Smith: Baltimore, MD
 00:32:42 Keelin des Rosiers: Falmouth, ME
 00:32:42 Tim Snow: University of Rio Grande in Ohio!
 00:32:42 Denise Pearson: Hello from Calcasieu Parish, LA!
 00:32:42 Hilary Witt: Hello from Frankfort, KY.
 00:32:42 Cecilia Driscoll: Hello from Niagara Falls!
 00:32:43 Nancy Love: Maryland
 00:32:43 LaTressa Milburn: Hello I am from Dallas Texas
 00:32:44 Susan Foster: CA
 00:32:45 Brad Bullis: Hello from the CT State Library!
 00:32:50 Kim Evett: HI everyone from the Greenville County
 Library, Greenville, SC
 00:32:52 Chris Cooper: Saskatchewan!
 00:32:53 Tarena Caffee: Hello from Virginia!
 00:32:53 Jennifer Smith: Hi from Davenport, IA
 00:32:54 Anne-Maire Nurnberger: Dunedin, Florida
 00:32:55 Claire Bowling: Hello from Iowa!
 00:32:55 Ethell Smith: Ethell Smith, Baldwin, NY
 00:32:56 Doris Jean Metzger: Elmira, NY says Hello! from
 Steele Library!
 00:32:57 Danwen Zeng: KY
 00:32:59 Alison Pruntel: Virginia
 00:33:00 Kathy Evans: Hi from Georgia
 00:33:00 Lori Garza: Hello from Sierra Madre, CA
 00:33:01 Marlinda Karo: Turn up your volume
 00:33:02 Cynthia Dieden: TX
 00:33:02 susan sternberg: Glen Mills, PA
 00:33:03 DeAnna Romstad: Vermont
 00:33:04 Shannon Bruchal: Hi from Easton, Connecticut
 00:33:05 Amy An: Boca, Florida
 00:33:05 Jacqueline Mann: Hello from Paris, Tennessee

00:33:05 Joshua Bright: Hello From Clarksdale , MS
 00:33:05 Michelle Shonebarger: Hello from Holbrook Arizona!
 00:33:06 Alexandra Torregrossa: hello, everyone.
 00:33:07 Kathy Clevenger: Hello from Culpeper, VA!
 00:33:07 robinsong: hello everyone
 00:33:09 Aurelia Rosales: Hello from California
 00:33:10 Jessica Nichols: Maryland :)
 00:33:11 Julia Esparza: Hello from Louisiana
 00:33:11 Michael Pate: Central Florida
 00:33:12 Michael Hooper: TN
 00:33:12 Lauren Hilty: Greetings from Grayslake, Illinois!
 00:33:13 Elysa Parks: Hi from Hopkinsville, Kentucky!
 00:33:13 Amy Steele: Pittsburgh, PA
 00:33:13 Lucia Castillo: Hello from Vancouver.
 00:33:15 Lydia Sigwarth: I can't hear the presenter
 00:33:17 Lisa Hewel: Hell from Josephine-Louise Public
 Library in Walden, NY
 00:33:17 Beth Postema: Hello from Fargo, ND
 00:33:19 Maria Marquez: Hello from Tulare Public Library, CA
 00:33:19 Laura England-Biggs: Fremont NEB
 00:33:19 robinsong: austin
 00:33:20 Cuc Nguyen: Hello from Houston, TX
 00:33:20 Rondi Downs: Hi from Yakima, Washington State.
 00:33:21 Terry Ford: Colorado Springs CO
 00:33:22 Eleanor Pierce: Eleanor from Lincoln MT
 00:33:26 Kim Stucko: Croton, NY
 00:33:27 Alli Walker: Lancaster, PA
 00:33:28 Felicia Turner: Houston, TX
 00:33:28 Corinne Slaughter: presenter's volume is very low
 00:33:28 MICHELLE SIMON: Hello from Tucson, AZ
 00:33:39 Michelle Potts: Volume is too low
 00:33:45 Kelly-Ann Gardella: Can't hear
 00:33:48 Alison Pruntel: Julie, your voice is really soft/hard
 to hear (but not other sound)
 00:33:48 Anna Tench: weird sound on and off, buzzing
 00:33:48 Grace May: Volume is really low
 00:33:49 Lisa Breithaupt: could you turn up your speaker
 please
 00:33:50 Ruth Young: Conneaut Lake, PA
 00:33:50 Sarah DeVille: Can
 00:33:52 Letitia Moultrie: Hello from Albany, GA
 00:33:52 Nathan Hutchins: Daytona Beach FL
 00:33:54 Nicholas Bambach: Volume is extremely low
 00:33:54 Brian Dinitto: Hello from Maplewood Community
 Library, Rochester, NY
 00:33:56 Sarah DeVille: can't hear
 00:33:56 Nora Wesselmann: I can barely hear someone
 talking
 00:33:59 Ruth Young: Can't hear
 00:34:00 Amy Steele: Better

00:34:00 Alison Pruntel: Much better
00:34:00 Marlinda Karo: Yes
00:34:01 Katelyn Coombes: better
00:34:01 Dana Petersen: Much better
00:34:01 Lisa Breithaupt: YES
00:34:01 Steve Andrews: Much
00:34:01 Chris Schabel: much beter
00:34:01 Lydia Sigwarth: that's better
00:34:02 Maria Almaguer: Much better!
00:34:02 Ruth Young: yes
00:34:02 Nancy Russell: Howdy from Piermont, New York. Nancy
Russell speaking
00:34:02 Cynthia Dieden: MUCH beter
00:34:03 Samantha Hewakapuge: Farmington, NM
00:34:03 Todd Smith: much!
00:34:03 Jessica Palmer: Much better!
00:34:03 Alexandra Torregrossa: Yes, much better
00:34:03 Lindsay Fuchs: That's better
00:34:03 Jessica Nichols: YESSSS
00:34:03 Nora Wesselmann: Much Better
00:34:03 Emily Byers: Much better
00:34:03 Michael Pate: Much Better
00:34:04 Jenelle McCarthy: Hello from Napoleon, OH
00:34:04 Debra Mason: Hello from New Martinsville WV
00:34:04 lily keightley: Better!
00:34:04 Sarah Diaz: much better!
00:34:04 Kerin Colson: much better
00:34:05 Shawna Carlis: better!
00:34:05 Kayla Whitehead: Thank you! 😊
00:34:05 Corinne Slaughter: much better
00:34:06 Brian Dinitto: Much better
00:34:06 Tabitha Wentworth: much louder
00:34:06 Justine Randle: YES!
00:34:07 Fernando Morales: Yes
00:34:07 Edna Sherron: Much better:)
00:34:09 Ona Britton-Spears: Whoa! Wah better.
00:34:10 Darwyn Bautista: Hello way better
00:34:10 Tamara Myers: that's much better
00:34:11 Nicholas Bambach: Yeah 10000%
00:34:11 Bethany Baker: Hello from Colorado!
00:34:11 Kristina Kelly: yes much better
00:34:12 Kelly Tatarakis: Thank you, much better!
00:34:12 Kimberly Snoddy-George: Hello from Atlanta - Fulton
County Library System
00:34:14 Letitia Moultrie: I still can
00:34:18 Cuc Nguyen: Yes, it's much better
00:34:21 Letitia Moultrie: 'Cant hear
00:34:22 Laurie Leon: much better thanks
00:34:23 Morgan Capitan: hi from Utah
00:34:25 Felicia Turner: Much better!

00:34:36 Robin Cogdill: Much, much better sound, thanks!
00:34:37 Patti Wiebe: Patti in Carlsbad, CA
00:34:41 Christine Maxfield: Christine from Gates Public
Library in Rochester, NY
00:34:41 Jamil Sameen: Hello from Nashville, TN
00:34:46 shelleya: Hello from Multnomah County Library
Portland, Oregon.
00:34:47 DARLENE THOMAS-BURROUGHS: Hello, Darlene from
Hardeeville, SC - Hardeeville Library
00:34:54 Kerin Colson: Hello from Wisconsin
00:34:54 Tracy Happe: Monroeville Public Library in
Pennsylvania
00:34:54 Timothy Kircher: Hi from State College of
Florida, Bradenton, FL!
00:34:56 Aaron Wimer: Hey everyone :) Charleston SC here :)
00:35:00 Liam Hegarty: Larchmont Public Library
00:35:11 Christine Bassett: Hi from Sunnyvale CA :)
00:35:19 Tony Lippard: Tony Lippard, Salisbury, NC Rowan-
Cabarrus Community College
00:35:20 Robert Ankarlo: Hello from Cumberland Wisconsin -
Thomas St. Angelo Public Library.
00:35:24 Julie Dahlhauser: Hello from West Tennessee!
00:35:29 Tamra Hicks: Hello from Troutman, NC
00:35:29 Darwyn Bautista: Hello Darwyn, from San Diego
County Library CA
00:35:41 Barbara Kranz: Hello from rainy Gaylord, MN
00:35:42 Cristina Wray: Hi, from Tampa, FL
00:35:43 Colleen Denne: Hi from Colleen in Wilkinsburg, Pa
(near Pittsburgh)
00:35:43 Allyson Ronning: Hello from Kansas
00:35:45 Lacey Rogers: Hello from cloudy Omaha, NE!
00:35:50 elizabeth eshun: Hello From Queens Library, New
York.
00:35:53 Mary Cronin: Hi from New Hampshire
00:35:59 Christy Chang: Hi everyone, This is Christy Chang
from Houston Public Library TX
00:36:19 Michaela Willbanks: Hello from Stokes Brown Public
Library in Springfield, TN
00:36:20 Karen Ostertag: Hello from New City Library in NY!
00:36:23 Martin Seeboth: Hi this is Martin from Laurel MD
00:36:36 Christy DeMallie: Hi from Huntingdon Valley, PA!
00:36:49 TJ Butcher: Greetings from Durham, NC
00:36:54 Cassandra Morris: Hello from Buffalo NY!
00:37:08 Andrea Taylor: Hi from Sarasota, FL
00:37:20 Tamara Myers: Hello from Poughkeepsie NY
00:37:38 Mildred Joseph: Hello from Houston, TX
00:37:39 Jon Engel: Montana!
00:37:44 Janet Davis: Hello from Monroe, LA Carver-McDonald
Library
00:37:45 Starla Rice: Hello from Hot Springs Montana.

00:37:54 Juliann Adams: Hey all from Bedford, KY! :)
00:37:58 Emma Semrau: Hey y'all from Hattiesburg, MS
00:38:05 JENNIFFER HENTZEN: Hey! from Temple, TX
00:38:05 Melanie Jacobs: Hello from Baltimore, MD
00:38:18 Julie Edwards: Welcome everyone! Hello my fellow
Montanans!
00:38:18 John Myrick: Greetings from Wynne, Arkansas
00:38:19 Julie Edwards: If you'd like a certificate for this
webinar, visit <https://www.nicheacademy.com/blog> early next week, find
this recording, sign in with a username and password of your choice,
click through it, and you will be able to download a certificate!
00:38:28 Julie Edwards: I will be sending out the recording
and slides in a few days. You can also find them on our blog at
<https://www.nicheacademy.com/blog> in a few days!
00:38:55 Tina Stockdill: I had Sandi Valenti as an instructor
through Emporia as well!
00:38:56 Myra Bloom: Hi from Tulsa, OK
00:42:02 Rose Alston: Hi from Durham, NC
00:42:14 Maggie Rusch: hi from plainedge, ny
00:42:48 Yolie Ramirez: Hi from AZ
00:42:53 matt Jochum: Hi from southern Indiana
00:43:52 Rose Alston: Rose Alston from Durham, NC
00:44:38 Janet Davis: Apologies, but I have to read to a
group of students. I will log back on afterwards.
00:44:46 Joyce Powell: Joyce Powell for Monroe, LA, Carver-
McDonald Branch Library
00:45:00 Steve Tory: I guess I'm the token Canadian today.
Tumbler Ridge, BC 😊
00:45:17 Jessica Gribble: Book here (I'm their editor!):
<https://www.abc-clio.com/products/A6228P/>
00:45:17 Valerie Moss: Nope. Mackenzie, lol.
00:45:27 Steve Tory: Haha nice 😊
00:45:36 Tanya Cantlon: Brandon, MB
00:45:37 Lorna Thompson: Hi! Another Canadian here from AB.
00:46:38 Shakia Lambert: Hello Julie! Sorry I raised my hand by
mistake.
00:50:32 Abby Rovner: After the ransomware attack, students
can't use USB drives in the computers
00:50:35 Todd Smith: pw protected zip file ftw!?
00:51:01 Alison Pruntel: We do open the flash drives but only
on public PCs that have DeepFreeze and aren't on our staff network.
00:51:20 Cassandra Morris: We had a patron accidentally
leave their ipad behind once, they had all their contact information
on the back of the ipad, so it was easy to contact them.
00:51:42 Heather McCartin: @Abby Rovner, what do students
use instead of flash drives?
00:51:50 Maggie Rusch: we just don't look at them at all.
they go right into our lost and found bin, and usually people come
back for them. it's worked out so far, because at no point have we
had 2 similar looking flash drives in the bin at the same time.

00:52:36 Kathy Clevenger: We mark them with the computer they were found in and date and place them in lost and found.

00:52:37 Abby Rovner: @ Heather McCartin - ITS moved us to Google Drive, students were already using it.

00:52:39 Ann Marie Harvey: So, what are you all advising staff to do? Sometimes the flashdrives are left in the public pcs. some customers appreciate a phone call or email to come back and pick up their drives....

00:52:45 Ashley Emma: @Heather McCartin, many folks log in to their Google accounts via the web browser now, the Google Suite/ Drive eliminates the need for a flash drive

00:52:46 Alison Prunzel: Otherwise, if we opt not to open the USB, we could have X number of black USB drives rolling around in a drawer. If someone says they left a black USB, which one of these do we hand them - have them try how many they want? (and then they will violate the patron's privacy, the patron who left that particular drive)

00:53:18 Valerie Moss: We have a lost and found bin for smaller items, and anything bigger, like a backpack, we keep behind our desk in a safe place.

00:53:28 Cristina Wray: We don't open them. They get logged in and go to lost and found. Big bags get a PA announcement.

00:53:31 Maggie Rusch: same here Valerie

00:53:32 Sandra West: @Heather McCartin Here at Rend Lake College all students are given a google account

00:53:39 Cassandra Morris: We don't look at Flash drives. we just put it in lost and found.

If someone leaves a purse or backpack, before closing we're supposed to contact the police to come pick it up, and if the patron returns the next day for it, we direct them to pick it up at the station. Which I have mixed feelings about.

00:53:50 Omar Kushad: Informally at our library we at least attach a sticky note on the drive of when we found it and where which may help narrow down which drive may be a patron's.

00:53:54 Karen Ostertag: We label found flash drives with date, time, and PC they're found in and they go in a lockbox at the ref. desk. We don't access them.

00:54:12 Cristina Wray: wallets, phones and credit cards go to the safe.

00:54:42 Aurora Martinez: Maggie Rusch, agreed. Not necessary to plug in and poke around. It is the patron's responsibility to return and claim it, not the library's responsibility to figure out whose it is and make the contact.

00:54:47 Beth Postema: Wallets go to the the PD; flash drives held in lost & found.

00:55:28 Tarena Caffee: We do almost the same Karen but they are placed in a lost in found cabinet at our Welcome Desk. Wallets and valuables or private items are kept in the lock box or safe.

00:56:00 Cristina Wray: First Amendment

00:56:10 Cassandra Morris: 1st Amendment "Auditors" comes to mind when thinking about photography and filming in libraries. Absolutely awful.

00:56:26 Maggie Rusch: I've never heard of involving the PD in something like that. it seems a bit unnecessary to me. they have more important things to do, and it inconveniences the patron. i'd be curious as to what the reasoning is there.

00:56:44 Deidre Devlin: Our library searches the item to find out who it belongs to. then we email them to pick it up. Expensive stuff goes to University police.

00:56:59 David Sadoff: In New York, there were so-called "first amendment audits" recently in libraries and public buildings where individuals were attempting to film workers and the building, mostly in an effort to provoke a response and upload the video to YouTube. The best response was generally to ignore these groups and just remind them that it is against library policy to disturb other patrons.

00:57:29 Kathy Clevenger: we always have two individuals look at backpacks/purses/wallets to find contact info.

00:57:31 Maggie Rusch: i'm hoping those audits are over now. I haven't heard anything in a while. so disruptive.

00:57:37 Julie Edwards: For any of you who are Niche Academy subscribers we just released a tutorial on First Amendment audits.

00:58:00 Cassandra Morris: @David my county had to deal with that recently. One of the videos went viral on YT and the person's followers were calling the library and harassing the staff all day. (not my library, but another in the county)

00:59:19 Joshua Sheffield: The video auditors came to our library system as well. I was able to determine the identity of the person and I used his name numerous times while he was recording. That recording was not posted on YouTube. Apparently they don't like their identity known.

00:59:50 Emma Semrau: ^^ that's great advice

00:59:54 Karen Ostertag: Any programs with CHILDREN, we get permission from parents before photos are taken.

01:00:13 Valerie Moss: Karen, we do the same.

01:02:24 Christy DeMallie: @Joshua, I love that! Thanks!

01:04:18 Tarena Caffee: We just had a Police visit the other day. Looking for someone in the library.

01:05:16 Karen Gertsch: So thankful to work in a small library.

01:05:59 Karen Ostertag: It's easy to say "do you have a warrant?"

01:06:04 Steve Tory: Had the police come to our small library.. they were shocked to be told to pound sand

01:06:20 Emma Semrau: "I understand, but we have a procedure that we have to follow. Allow me to contact a supervisor."

01:06:35 Terry Brandsma: but what I you CAN answer the question? Then you are lying to law enforcement.

01:06:58 Devon Griffin: we've had police visit asking these

questions they are allowed to walk and see if the person is here but they have to contact the library systems attorney to request all records

01:07:01 Irina Rogova: It is not easy for everyone to tell police they need a warrant. There are populations that are targeted by police violence and the police view resistance as confrontation.

01:07:06 Tarena Caffee: We have a Security Guard this helps but not on Weekends.

01:07:12 KIMBERLÉ FIELDS: they count on staff not knowing the law and policy. we have had the police come in and we do work with them according to the law. only the new cops try that intimidation. the others know we will say they have to speak to the manger.

01:07:19 Edna Sherron: It seems like the only time we see a police officer is when they are looking for someone...trying to get some of them to get a library card is like pulling teeth

01:07:31 Karen Ostertag: @Irina Good point.

01:08:03 Jenelle McCarthy: Now and then we have police looking for people. Once was for a missing person, others were for people of interest. The first instance we tried to assist as it was known that the person was missing and possibly in danger. The rest, we just say we don't know but they are welcome to check public spaces.

01:08:17 Steve Tory: @Terry it's not lying to say 'our Patron info is confidential'. That includes their comings and goings

01:08:52 KIMBERLÉ FIELDS: It really depends on the cops in your area. like our local sheriffs are very good at deescalating and listening to staff when we ask for their assistance... the state troopers not so much.

01:08:54 Maggie Rusch: so far, we've only had police show up if we call them for any reason....which is rare.

01:09:00 Heather norton: in bullet two should that be police vs policy?

01:09:18 Alexandra Gilston: Heather, I am assuming yes

01:09:40 Irina Rogova: Having a policy is great not only for patron confidentiality but also library workers who are in populations that have difficult interactions with the police. The policy can protect staff.

01:09:44 Terry Brandsma: Agree @Steve - but just saying "I don't know" might not be factually accurate. We have systems that track a lot of details. That's why you refer to library admin.

01:10:19 Fiona Martel: Canadian here, so maybe it is different for Americans. Doesn't the police officer have to identify themselves and their badge number before cooperating with them? Police impersonations are a thing here.

01:10:40 Maggie Rusch: they should, yes

01:10:48 KIMBERLÉ FIELDS: there are library trainings just about how to deal with law enforcement.

01:11:21 KIMBERLÉ FIELDS: I really want a social worker in our building. we just do not have enough of them in our area.

01:11:29 Jenelle McCarthy: Not always but they are

supposed to give you that info if you ask. If they refuse, RED FLAG. But small towns usually know each officer on duty for both town police and county sheriff

01:11:35 Aimee Haley: What professional journals do you recommend for evidence based practices in libraries?

01:11:39 Alex Byrne: Our policy says that police are welcome to look for someone, but if it's a request that involves records or private data (which includes whether someone's logged on or in the library, according to the policy), that has to be handled at our administrative center. We have someone who is specifically designated as a law enforcement liaison so as to make those records request processes work smoothly and in accordance with policy.

01:11:59 Steve Tory: @Terry I'm saying don't tell them what you do or don't know. Simply stick to 'Patron info is confidential'.. that's how we do 😊

01:12:00 Starla Rice: I had the principal of the school come in demanding information about a patron. I told him I would give that information to the police but that he had no right to that information. We live in a small community and often citizens want to bypass the law and just go vigilante style.

01:12:34 Samantha Hewakapuge: We call campus security of incidents in the library. They are usually retired police officers. They decide whether the incident it bad enough to call the police.

01:13:07 KIMBERLÉ FIELDS: yes. we have staff on many community organizations- private and government.

01:13:09 Edna Sherron: We have a copy of library policy on hand for situations like these, but our library director coordinates with the police department in questionable situations

01:14:53 KIMBERLÉ FIELDS: every time a staff member leaves. we redo all the passwords for certain things.

01:15:00 Heather norton: On child programs that are virtual do you request a parent to be on the zoom link?

01:15:55 Michael Pate: We are still trying to get our campus IT staff to update all our Windows 7 stations to WIndows 10

01:16:03 Tarena Caffee: We have two-factor authentication.

01:17:06 Samantha Hewakapuge: We do too. Plus we went through a training series on phishing

01:17:07 Lucia Odon: There is protocol for these issues. Call management, they deal with it. Even the FBI neds permission to look at or take the computer. They were tracking a guy watching child pornography.

01:17:11 Amy An: Son works in IT, he just had a phishing push at his workplace (not a library). They seemed to be targeted.

01:17:14 Emma Semrau: Do y'all recommend any resources on teaching seniors how to use password managers?

01:17:32 KIMBERLÉ FIELDS: @Heather at my library if the child is old enough to open email and logon to zoom by themselves, we do not. the ones who are not, the parent logs them on in the first place. and we normally see them in the background.

01:18:08 KIMBERLÉ FIELDS: cookies are so invasive.

01:18:23 Maggie Rusch: agree
01:18:31 Karen Ostertag: Our machines use deep freeze, but we've had to stop using Chrome because it tends to hang on to user logins
01:18:40 Joseph Piette: Good general resource: EFF - Security Education Companion <https://sec.eff.org/>
01:18:50 Todd Smith: check with your IT, varying MAC addresses can be tricky with public wifi
01:18:51 KIMBERLÉ FIELDS: does deepfreeze randomize mac addresses? or do we need another software?
01:18:52 Ryan Ibarra: Just curious. Anyone other proven solutions other than Deep Freeze that library systems are using with success?
01:19:07 Maggie Rusch: our computers have deep freeze as well.
i'm curious though if you have deep freeze, do you only have it on public computers or staff ones as well?
01:19:19 Dana Petersen: We use Reboot Restore RX
01:19:31 Dana Petersen: Only on public computers
01:19:36 Lisa Rummel: we have it on circulation staff computers, but computers in the private offices don't always.
01:19:47 Alison Pruntel: @Maggie we only use Deep Freeze on public. Staff need the ability to customize their start menu, etc.
01:20:00 Ryan Ibarra: Thanks @ Dana. We use Deep Freeze as well but was curious what others might be using.
01:20:33 KIMBERLÉ FIELDS: we have tor on our public computers. not sure how many customers use it.
01:20:39 Steve Tory: @Ryan using a windows roaming profile that resets on every logout. Have used a similar thing scripted on linux as well
01:20:51 Karen Ostertag: We used to use Reboot/Restore. Then Win 10 happened. :P
01:20:56 Maggie Rusch: this is the first library I've experienced it being on staff computers as well, and it infuriates me to no end.
01:21:34 holly mills: Yes to Library Freedom Project!
01:21:37 Alex Byrne: The LFP is very good.
01:21:44 Jessica Gribble: <https://libraryfreedom.org/>
01:22:01 KIMBERLÉ FIELDS: thanks Jessica!
01:22:12 Karen Ostertag: Deep Freeze is only on public machines. It would be a nightmare on staff machines
01:22:20 Steve Tory: Duckduckgo is releasing a browser... slowly
01:22:36 Maggie Rusch: it really is a nightmare, karen! I've never had this at any other library I've worked at.
01:23:03 Lydia Davis: I didn't understand the name of that browser, could anyone type it here?
01:23:12 Alex Byrne: Brave.
01:23:13 Lydia Davis: thank you
01:23:34 Jessica Gribble: Direct link to the book:

<https://www.abc-clio.com/products/A6228P/>
01:23:37 Amy Steele: Thank you!
01:23:45 Marlinda Karo: Thank you!
01:23:46 David Dusto: what is the name of the other, recent book?
01:23:49 Lynisse Baker: Thank you!
01:23:49 Margo brown: Thank you
01:23:59 Helen Yoas: Is a recording available for "First Amendment Audits"?
01:24:06 Ryan Ibarra: Thanks @ Steve.
01:24:28 Tahira Ahmad: thank you
01:24:47 Joyce Powell: Thank You Joyce Powell
01:24:48 Jessica Gribble: Recent book: A Guide to Using the Anonymous Web in Libraries and Information Organizations Enhancing Patron Privacy and Information Access
01:24:55 Elizabeth Waugh: Thanks very much!
01:24:56 Mohamed Mugoya: For Denver Public Library, we have a policy in place that only Security Manager or Security director can release footage to the police.
01:24:56 Jessica Gribble: <https://www.routledge.com/A-Guide-to-Using-the-Anonymous-Web-in-Libraries-and-Information-Organizations/Lund-Beckstrom/p/book/9780367549459>
01:25:18 Karen Ostertag: We've had that issue at the library... director & designated staff can review tape, and director will give copies of specific time segment of recording to police with warrant. It's posted all over the library that we have cameras.
01:26:46 Kerin Colson: We only have security video on our DVD section. Someone was stealing the DVDs and leaving the cases. We put up the cameras with signs and it never happened again.
01:26:55 Corinne Slaughter: we are planning on installing cameras in areas that we cannot see, any advice?
01:27:07 Valerie Moss: Our library is located in a Recreation Centre. We don't have cameras in the library, but they are installed in the rec centre itself.
01:27:16 Karen Ostertag: It's made ppl feel a lot more secure-- we have quiet study spaces that are not staffed and kind of out of the way, and it gives students peace of mind to know there's an eye on them there.
01:27:49 Steve Tory: @Valerie.. same!
01:28:33 Ann Marie Harvey: Many parents call the library looking for their child or children...especially after school. It's common practice once we know the children
01:29:03 David Sadoff: @Helen Michigan State Library has a webinar on First Amendment audits that is available on YouTube. <https://www.youtube.com/watch?v=aVjKMtoMdp8>
01:29:05 Joshua Sheffield: Whether by accident or design our security video footage can only be accessed by I.T. staff who are located at the Main library. This forces whoever is looking for video footage to go through a process to request it in addition to any legal paperwork needed.

01:29:10 Lizzy Baldwin: We've taken to when a person calls looking for a child we say "I'm not sure, let me see, and if they are here, I'll have them call you"

01:29:24 Lizzy Baldwin: we don't know what the custody situations are or anything

01:29:33 Lizzy Baldwin: we do the same thing when a member asks for a staffer

01:29:40 Valerie Moss: Lizzy, same in our library.

01:29:41 Fiona Martel: I've had people claiming to be parents claiming their child is there and they want to talk to them on the phone or asking if we have seen their child

01:29:49 matt Jochum: Thank you! this was very imformative

01:29:53 Cristina Wray: Thank you :)

01:30:26 Maggie Rusch: i've had that too, martel; not at my current work place, but at a previous one. or they'd be calling asking us to tell their kid to go home.

01:31:06 Maggie Rusch: * Fiona

01:31:22 LaTressa Milburn: Thank you. This was a very informative webinar.

01:31:25 Justine Randle: Thank you so much for the valuable information.

01:31:29 Emma Semrau: Thank y'all

01:31:36 Joshua Sheffield: Wherever you have the camera the activity will most likely take place off camera. Happens more often than not here.

01:31:38 Jenelle McCarthy: We put up baby cams for some of our out of way places. No recording but we can check out of way areas without leaving the main desk

01:31:39 Allison Midgley: Thanks for all the great info!

01:31:40 Nancy Russell: I've had a patron who will only speak to me, and considers me his social worker. We have a policy now that people calling in must NOT ask for a particular person. What do you think?

01:31:40 Rebecca Brown: Amazing information - thank you!

01:31:41 Perian Kerr: Thank you.

01:31:46 Corinne Slaughter: thank you, good information

01:31:54 Heath Umbreit: How do people handle situations where a teen or kid discloses to a staff member they trust that they're lgbtq? If a parent clearly doesn't know, or actively asks about what their kid has said?

01:31:57 Valerie Moss: Some great information. Interesting to see what other libraries policies are. Thank you!

01:31:59 Denise Pearson: Thank you!

01:32:03 Yolie Ramirez: Great information. Lots of things to consider and new ways to handle certain situations.

01:32:09 robinsong: thank you

01:32:10 Rebecca Patrascu: Thank you!

01:32:11 Heather McCartin: Thanks!

01:32:12 Erin Cody: Thank you

01:32:12 DARLENE THOMAS-BURROUGHS: Thank you for such an

informative session.

01:32:12 Alexandra Gilston: Thank you both so much!!
01:32:12 Marlinda Karo: Thanks again!
01:32:15 Amy Ruhe: Thank you!
01:32:15 Ambrea Johnson: Thank you! :)
01:32:15 Keli Wright: Thanks!
01:32:15 Alexandra Torregrossa: Thank you!
01:32:16 Alexandria Trombley: Thank you!
01:32:16 Maria Marquez: Thank you!
01:32:16 Shakia Lambert: Thank you
01:32:17 Angie Thom: Thank you
01:32:17 Laurie Ollhoff: Thank you.
01:32:17 Aimee Haley: Thank you!
01:32:17 Grace May: Thank you!!!!
01:32:18 Jessica Steding: Thank you this was very
helpful!!
01:32:18 Heather norton: thank you
01:32:18 DeAnna Romstad: Thank you!
01:32:19 Charles Reaves: TY
01:32:20 Lacey Rogers: Thank you!!
01:32:21 Lisa Rummel: Thanks!
01:32:22 Adam Di Filippe: Thanks!
01:32:23 Tamra Hicks: Thank you
01:32:23 Deborah Cotton: thank you so much!
01:32:24 Heath Umbreit: Thanks!
01:32:24 Mohamed Mugoya: Thank you so much!
01:32:24 Michael Pate: Thank you
01:32:24 Laurel Moran: Really great. Thanks!
01:32:25 Robert Ankarlo: Thank you...
01:32:25 Lily Keightley: Thank you! Great information :)
01:32:25 Helen Yoas: Thank you!!!
01:32:25 Julie Dahlhauser: Great session!
01:32:26 Todd Smith: thanks!
01:32:26 Lisa Hewel: Thank you!!!
01:32:26 Katelyn Coombes: Thank you!
01:32:27 Sandra West: Thank you
01:32:27 Chris Cooper: Thank You!
01:32:27 Jordyn Loveless: Thank you so much!
01:32:27 JENNIFFER HENTZEN: very helpful!!
01:32:29 Marie Seago: Thank you for the great info!
01:32:29 Sarah Diaz: Very interesting presentation! Thank
you!
01:32:29 Katie Arendt: Thank you so much from NW Canada!
01:32:29 Heather Dorner: @fiona at our branch the child is
allowed to call the parent, but not the other way around.
01:32:30 Eleanor Pierce: Thank you!
01:32:30 Hannah Krull: @Heath Absolutely no staff should or
needs to share that information
01:32:30 Jacqueline Mann: Thank you, great information.
01:32:30 Justine Randle: Thank you!

01:32:31 Christine Maxfield: slides?
01:32:31 Martin Seeboth: Thank YOU both!
01:32:31 Tina Spangler: THANK YOU!
01:32:31 Ona Britton-Spears: 👍
01:32:32 Kevin Denson: Thank you Brady and Matthew!
01:32:33 Nancy Russell: Excellent!
01:32:33 Letitia Moultrie: Thank you!
01:32:33 Kendra Hummel: Thank you
01:32:33 Whitney Berriman: Great info! Thank you!
01:32:34 Marcy Richardson: We appreciate your time and
expertise!
01:32:35 robinsong: great training
01:32:35 Heather Martin-Detka: Thank you!
01:32:35 Maria I Mascorro: Thanks
01:32:36 Maggie Rusch: thank you! wish we had more time!
01:32:36 Lindsey Eick: Thank you so much!!
01:32:37 Linda Ray: Thank you
01:32:37 Christy Chang: Thank you!!
01:32:37 Deidre Devlin: thank you!, good information and very
thought provoking.
01:32:38 Alison Pruntel: Thanks. Hope the chat is included w/
recording. Very good info!
01:32:39 Tarena Caffee: Thank you. Very helpful information.
01:32:39 Samantha Hewakapuge: Thank you and very helpful!!
01:32:40 Joanna Phillip: thank you very helpful
01:32:41 Anne-Maire Nurnberger: Thank-you :-)
01:32:42 Emily Ransom: Thank you!
01:32:50 Jenelle McCarthy: @Heath Umbreit: Honestly, we
just say it was a private conversation and we will not divulge what
was said in private
01:32:50 Clemmie Little: Great information!
01:32:51 Laurie Ollhoff: Had to step in and out. Looking
forward to watching the entire webinar. Thank you for the great
material!
01:32:57 Tamara Myers: Thank you
01:32:57 Anita Bodnar: Thanks—a lot of helpful information
01:32:57 Terri Heebner: thanks!
01:32:58 Matt Kreitzer: Thank you. Very informative
01:32:59 Nancy Sweeney: Thank you!